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I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
TRANSMITTED BY FACSIMILE TO THE UNITED STATES PATENT  
AND TRADEMARK OFFICE ON December 22, 2003.

Name of Person Making Transmission: Karen Cinq-Mars

Signature: Karen Cinq-MarsDate of Signature: 12/22/03

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
Howard Young *et al.*

Examiner: Unknown

Application No.: 09/723,519

Group Art Unit: 2161

Filed: November 28, 2000

For: CUSTOMER RELATIONSHIP  
MANAGEMENT BUSINESS  
METHOD

Date: December 19, 2003

PRELIMINARY AMENDMENTThe Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

Sir:

✓ Prior to examination on the merits, please amend the above-identified application as follows:

FIS9-2000-0283-US1

-1-

Appl. No. 09/723,519